



*Join the Team to Create the Career Center of the Future!*

## **CALL FOR VOLUNTEERS**

*Would you like to volunteer for —  
Missouri's Next Generation Career Center Team?*

The following are descriptions of the four major areas of focus for the teams:

### ❖ **Policy Alignment**

- Members of this team will be responsible for researching and reviewing existing state workforce policies in order to streamline requirements and alleviate barriers to providing quality customer-focused services. The goals of this team are (1) to identify outdated policies that inhibit integrated service delivery, and (2) to move to a more streamlined eligibility determination process by reducing unnecessary documentation and reporting. The Policy Alignment Team Lead is Steve Reznicek.

### ❖ **Process Improvement Protocol**

- Members of this team will be responsible for developing processes and protocols to achieve integrated functions and teams in career centers that respond to customer needs, not program requirements. The goals of this team are (1) to evaluate customer flow, staffing, facilities and technology, and (2) to make recommendations for new and improved processes and protocols. The Process Improvement Protocol Team Lead is Mike Gavura.

### ❖ **Career Center Products and Services**

- Members of this team will be responsible for researching and reviewing the existing products and services available for job seeker and business customers at career centers statewide. The goals of this team are (1) to compile a comprehensive list of career center services, (2) to evaluate and standardize the list of products and services, and (3) to create a standardized menu of products and services to offer in career centers statewide. The Career Center Products and Services Team Lead is Lisa Johnson.

### ❖ **Success Metrics**

- Members of this team will be responsible for defining new, quality service metrics. The goals of this team are (1) to evaluate metrics that include customers, services, and skill training/development activities, and (2) to develop new success metrics for this model. The Career Center Success Metrics Team Lead is Roger Baugher.

### **The guidelines for Volunteers include the following:**

- Please submit one or two paragraphs that illustrate your experience and/or expertise in one of the four areas of focus for which team members will be responsible.
- Gain the approval of your immediate supervisor for the time required to participate. Participation will involve phone and/or video conferencing, and webinars. No travel will be required.
- Submit your request to volunteer by e-mail to: [Jennifer.Buechler@ded.mo.gov](mailto:Jennifer.Buechler@ded.mo.gov). Melissa Woltkamp, Project Lead and the Team Leaders will review your request.
- The deadline to submit your request is October 9, 2009.

There are size considerations for the teams, so it may not be possible to include all volunteers however, even if you are not a formal member of a team your expertise for certain functions may be requested.